

IMPLEMENTATION OF INFORMED CONSENT CHECKLIST TO MAINTAIN COMPLIANCE RATE MAX SUPER SPECIALITY HOSPITAL, SAKET

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BRIEF HISTORY



Max Healthcare was founded by Mr Analjit Singh in 2006 and is one of India's largest healthcare organizations that operate 20 healthcare facilities (4300+ beds), 30+ specialties and 5000+ clinicians across the NCR Delhi, Haryana, Punjab, Uttarakhand Maharashtra and Uttar Pradesh.

VISION AND MISSION

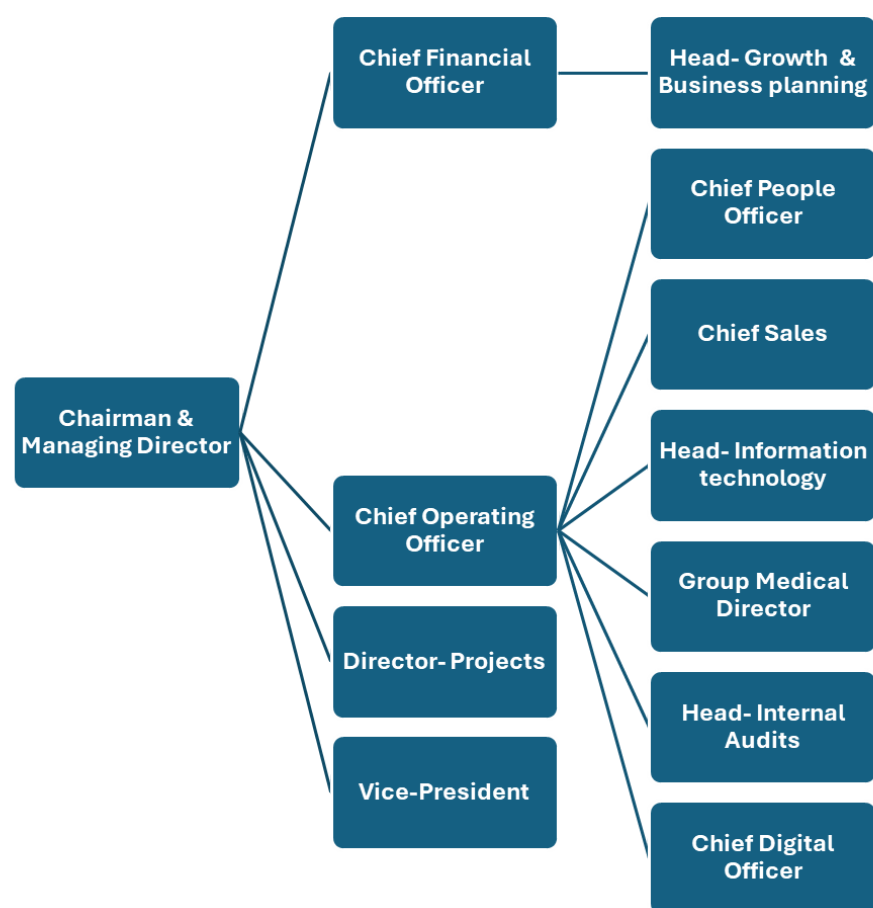
Max Healthcare's vision is to be the most well regarded healthcare provider in India committed to the highest standards of clinical excellence and patient care, supported by latest technology and cutting edge research. To push the boundaries of excellence in everything they do, so the highest standards in patient-centred care can be delivered.

To honour a higher purpose - To serve. To excel.

VALUES



ORGANISATION STRUCTURE



LEARNINGS DURING INTERNSHIP

Conducted different types of audits and analysed gaps

Learned about key quality indicators

Participated in Quality Improvement Projects to ensure Improved compliance

Conducted wards rounds with the floor manager and helped in resolving patient's issues as well as learned how to calculate different TAT

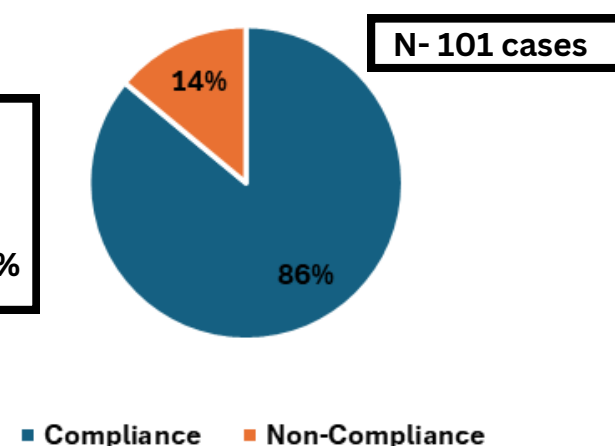
Quality Improvement Project on - Implementation of Informed Consent Checklist to maintain compliance rate

- Study Design-This study uses Cohort study design to assess the parameter wise compliance.
- Sampling Technique- Convenience sampling
- Sampling Size- Pre-Intervention Phase- 101 cases
Post-Intervention Phase- 102 cases
- Data Analysis - Total compliant cases/total no. of cases*100
- Root Cause Analysis tool- Fishbone Analysis

The study was conducted in three phases,

- Pre- Intervention phase, where Checklist with 18 parameters was implemented and regular audits were conducted across different specialities and data analysis was done. Two tools that were used under this study was PDCA (Plan, Do, Check, Act) and FISHBONE ANALYSIS to analyse gaps

fig. 1.1
Pre-Intervention
Compliance- 86%
Non- Compliance- 14%



- During Intervention phase, collaborated with Doctors, floor managers & nursing staff to ensure improvement in compliance and committee meetings were conducted which emphasized on the importance of Informed Consent parameters

- Post- Intervention phase, where audits were conducted again to ensure improved compliance.

fig. 1.2
Post-Intervention
Compliance- 97%
Non- Compliance- 3%

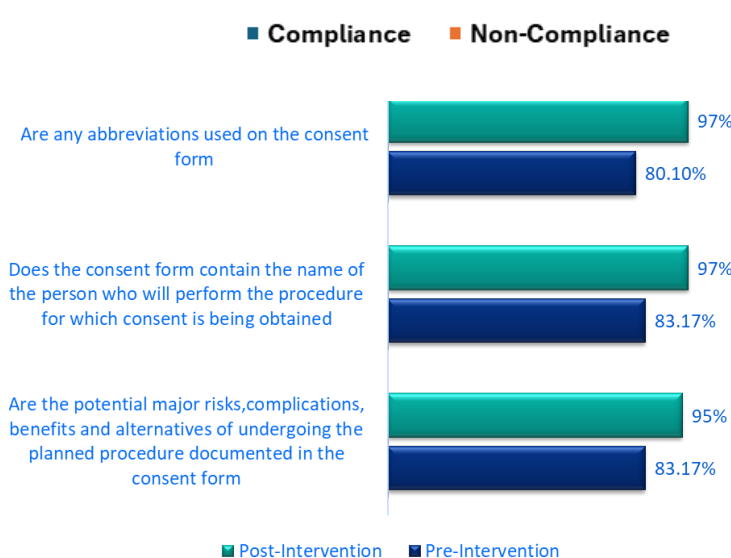
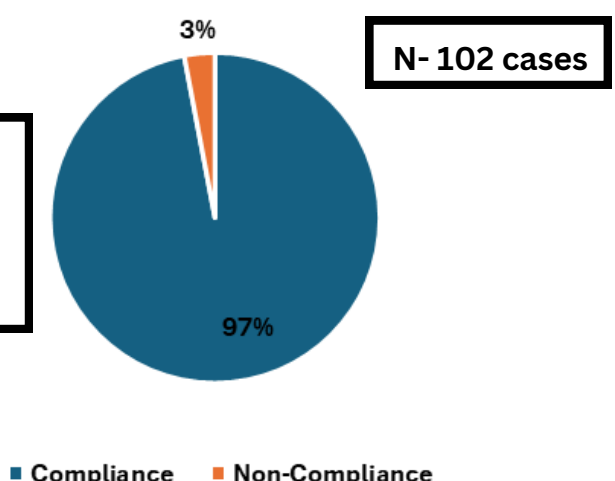


fig. 1.3 Parameters that showed Major Improvement in Compliance

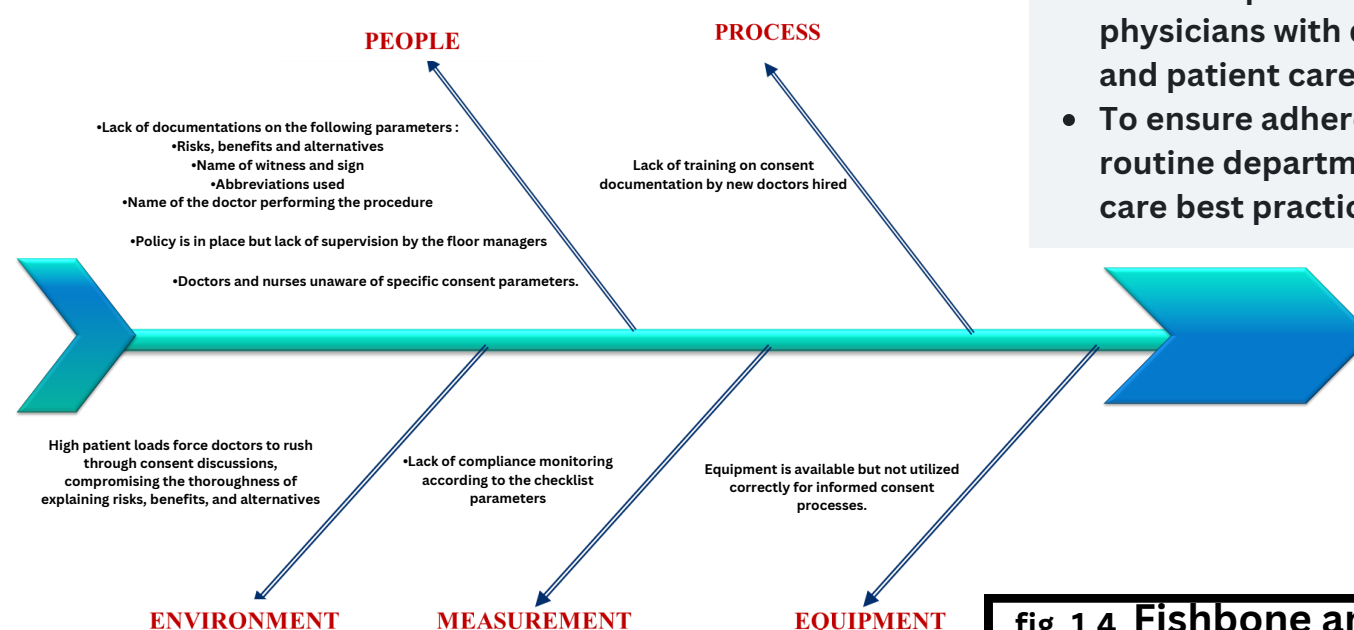
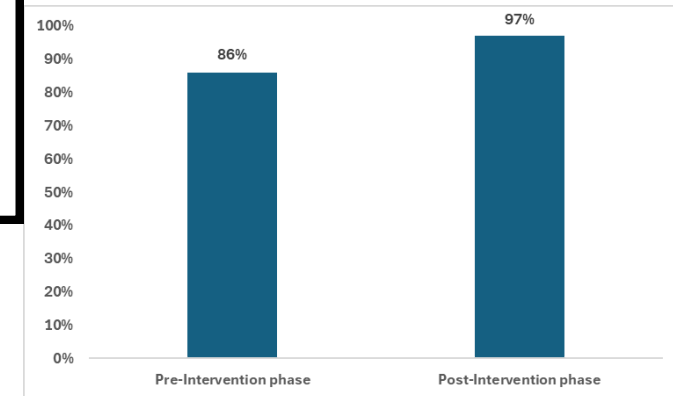


fig. 1.4 Fishbone analysis

fig. 1.5
Overall
improvement in
compliance rates



Strengths

- Accredited by JCI and NABH for its excellent patient safety & care
- Skilled professionals with extensive experience
- A strong focus on the IPSC and ensuring patient safety
- Regular audits for quality improvement projects

Weaknesses

- Limited resources for quality initiatives
- Lack of supervision by the floor managers
- Inadequate departmental trainings for newly hired doctors

Opportunities

- Utilizing machine learning and AI to increase quality and data analysis.
- By using channels for participation and feedback, patients are becoming more involved in quality initiatives.
- Collaborating to exchange best practices and expertise with other healthcare organizations.

Threats

- Increased competition between hospitals that have sophisticated QMSs.
- Financial constraints affecting quality improvement programs
- The complexity of quality management is being increased by new rules and compliance specifications.

THEORETICAL

- Quality management principles
- Infection control measures
- Data analysis
- Primary data collection
- Team building & work division

PRACTICAL

- Various Quality audits (open file, closed file, crash cart & PCPNDT audits)
- To maintain safe & hygienic environment
- Root cause analysis tools & CAPA
- Quality Improvement Projects
- Worked in collaboration with Doctors, Floor Managers, Quality, Managers & Co-Interns

CHALLENGES FACED

- Balancing multiple tasks and deadlines, often without a clear sense of priority
- To tackle uncooperative staff
- Staying motivated during repetitive or less engaging tasks.

USEFULNESS OF INTERNSHIP

- Exposure to real field of work and learned work ethics
- Improvements in skill set
- Networking with the experienced people in the industry

SUGGESTIONS FOR IMPROVEMENT

- Incorporate thorough training programs to enable nursing personnel to recognize and convey deficiencies in patient care and protocols.
- Organize frequent training sessions with a focus on legal compliance and protocol to guarantee accurate and comprehensive patient documentation.
- Create procedures that allow physicians and floor managers to work together seamlessly to maximize patient care and uphold procedural compliance.
- Provide specific training programs to acquaint newly hired physicians with departmental policies, hospital regulations, and patient care requirements.
- To ensure adherence to procedures and guidelines, conduct routine departmental audits with an emphasis on patient care best practices and ongoing improvement.